

The Working Condition Quality Comparison of The Bank Staff: The Case of Turkey

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Purpose: The bank staff represents the bank to the customers. The working conditions of the bank employees play a great role on the success. The main aim of this study is measuring the quality of the working environment of the banks by using three factors, which are knowledge, consistency and trust, and comparing the working environment of the agents to the managers.

Design/methodology/approach: 100 questionnaires are used to evaluate the quality of the working condition quality of the banks. Semi-structured interviews and snowball sampling is used to reach various departments of the banks.

Findings: The working condition quality of the managers is better than the working condition quality of the agents. But there is no significant difference on the consistency of the conditions. Duration has a significant effect on the working conditions which create trust on the employees to the company.

Originality/value: This paper is a proof of that the managers do not have good conditions as expected. The managers can be disturbed by the managers which are above them.

Keywords: Bank Staff, Working Condition Quality, Agents and Managers.